

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Kiser Manufacturing Inc

#### Mid-America Manufacturing Technology Center

#### Kiser Puts Its Quality to Test and It Passes

##### Client Profile:

Kiser Manufacturing, located in Argonia, Kansas, is a manufacturer of parts or components for Boeing's commercial airplanes, Cessna aircraft, Lockheed's C130 and F22 Raptor, and Raytheon's J Pats military trainer. The company opened in 1996 with three employees in a 5,000 square foot facility. After a period of steady growth, Kiser expanded its facility to 10,000 square feet in 2001 and currently employs 25 people.

##### Situation:

Kiser began preparing for AS9100 certification and decided to bring in outside assistance. Kiser contacted the Mid-America Manufacturing Technology Center (MAMTC), a NIST MEP network affiliate, to facilitate preparation for AS9100 registration.

##### Solution:

Kiser worked with MAMTC's Brian Blumberg to attain AS9100 registration. Blumberg's guiding principle to "keep it simple" helped employees through the extensive and often laborious process of documenting their methods and procedures and preparing the necessary audit documentation. Blumberg led training sessions for all employees regarding their roles in relation to quality. In addition, he helped Kiser conduct their first internal quality audit and helped train Karl Smith to become the second Internal Auditor. Internal audits drive continuous improvement by consistently evaluating and reexamining business and manufacturing functions.

Kiser Manufacturing hired CRS Registrars, Inc. for their registration audit and passed, with only a few minor findings. "AS9100 has been a great tool to improve our operation," attested Jerry Kiser, owner of Kiser Manufacturing. "We will celebrate ten years of being in business in 2006. AS9100 registration will help us grow our business in the next ten years. Being certified to AS9100 will help solidify our customer base and hopefully allow us to comfortably expand our market share." "The large aerospace companies require that its suppliers attain registration," continued Kiser. "We work for 2nd tier suppliers - becoming registered is a natural progression for us as we look towards long-term growth."

##### Results:

- \* Attained aerospace quality registration AS9100.
- \* Continuous improvement system in place.
- \* Trained an internal quality auditor.

##### Testimonial:

"Getting Brian McCarthy, a MAMTC Field Engineer, involved proved to be very advantageous. His knowledge of and familiarity with the certification process made everything proceed more quickly and

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efficiently."

Rhonda Shore, Quality Management Representative